

Nov. 26, 2019

MEDICAID ALERT

TO: All Providers

SUBJECT: Individuals with Disabilities Education Act Part C Program (BabyNet) Updates and Important Dates

Claims-level Adjudication and Updated Web Resources

As announced in a [previous alert](#), on Nov. 1, the South Carolina Department of Health and Human Services (SCDHHS) implemented the claims-level adjudication process for payments to providers rendering services to children enrolled in the Individuals with Disabilities Education Act (IDEA) Part C program, commonly known as BabyNet in South Carolina. Providers should now be able to access their claims-level remittance advice in the [SCDHHS web tool](#) for claims submitted and dates of service on and after Nov. 1. Instructions on accessing remittance advice are [available on the BabyNet website](#).

The Provider Service Center is open to address any questions that providers may have while accessing the new claims-level remittance advice. Providers can submit a question to the Provider Service Center through a [web form](#) or by phone at (888) 289-0709.

A number of new or updated resources, including resources related to claims-level adjudication, have been posted to the BabyNet and SCDHHS websites. These resources include:

- An updated example of the [claims submission, processing and payment cycle](#) that reflects the changes that went into effect on Nov. 1;
- A comprehensive [list of codes](#) that appear on the claims-level remittance advices and their corresponding explanations; and,
- Revised [BabyNet forms](#) with instructions and examples on how to accurately complete the documents.

Third-party Liability and Provider Payments

Updated information related to third-party liability (TPL), or private insurance, payments on BabyNet claims has been published on the BabyNet [frequently asked questions \(FAQ\) web page](#). A webinar to further explain the TPL process for providers has been scheduled for Wednesday, Dec. 4, 2019, from 11 a.m. to noon.

Providers can join the webinar by:

Web Conference:

<https://scdhhs.webex.com/scdhhs/j.php?MTID=m86f62fd1cad51f6c5f5f4359032ad8b9>

Meeting Number: 745 656 666

Phone Conference:

Dial-in Number: 1-415-655-0001

Access code: 745 656 666

SCDHHS will post a recording of the webinar to the [BabyNet website](#) for general access. Providers with questions that are not covered by the FAQ or webinar can email them to BabyNet_Billing_Support@scdhhs.gov for further assistance.

Additional resources about TPL can be found [here](#).

Conference Call Information for Question and Answer Session with BabyNet Providers and MCOs

SCDHHS will host a call with representatives from managed care organizations (MCOs) and providers to answer questions about the integration of the BabyNet and Healthy Connections Medicaid programs on Wednesday, Dec. 11, 2019, from 2-3 p.m. BabyNet providers wishing to submit questions and comments for MCOs to address on the call should email them to bnproviderenrollment@scdhhs.gov by noon **Wednesday, Dec. 4**. SCDHHS representatives will discuss the questions and provide answers on the conference call. Answers will only be provided to questions that were submitted by the noon deadline on Dec. 4. Prior to submitting questions, providers should review the [updated BabyNet FAQ](#) web page to see questions that have already been addressed.

Providers can join the call by:

Web Conference:

<https://scdhhs.webex.com/scdhhs/j.php?MTID=m435d5e1eff45b885174f9626d524f38c>

Meeting Number: 747 259 456

Phone Conference:

Dial-in Number: 1-415-655-0001

Access code: 747 259 456

SCDHHS will continue to update the FAQs with information from these calls as it becomes available.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid and BabyNet programs.